
JOB DESCRIPTION

TITLE OF POSITION	Team Leader
CLASSIFICATION LEVEL	Lutheran Care Level 5
PROGRAM	Children's Contact Service, Community Connections/Homelessness Pilot
LOCATION	Barossa Valley

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

ROLE SUMMARY

The Team Leader's primary responsibility is for the coordination of day to day program operations and staff supervision of the Children's Contact Service. The Team Leader will also provide oversight and staff supervision of a portfolio of services including the Community Connections, Community Partners and the Homelessness support programs. This portfolio of services may change from time to time. This will be achieved by implementing quality and evidence-based systems that ensure success in meeting client needs and expectations. The role will work in collaboration with the Operations Manager Family and Community Services to oversee the day to day running of the allocated programs and ensure the needs of those contacting the service are appropriately assessed, and suitable internal or external referrals made. This role may also hold a caseload within the Children's Contact Service.

The Children's Contact Service (CCS) program is a child safe, child focused service that provides a family friendly and safe environment to assist children in developing a positive, meaningful relationship or staying positively connected with the parent or family member that they do not reside with. The service provides supervised handover and contact visits at a safe and neutral venue.

Community Connections program (CCP) is funded by the Department of Human Services (DHS). The CCP supports people aged 18 to 64 years (18 to 49 for Aboriginal and Torres Strait Islander Peoples), living in South Australia whose independence and quality of life is at risk because they are disconnected from necessary support and face heightened vulnerability due to social isolation.

Individuals who meet the criteria will engage in a short to medium term supported program. The program staff will work with CCP participants to overcome their identified challenges and increase their independence through social inclusion activities, and through building social and support networks and services.

LC have secured 12 months funding via a combination of fundraising and in partnership with the Adelaide North West Homelessness Alliance (ANWHA) to commence a 12 month co-design pilot program with the aim to address Homelessness in the Barossa region

LC's Barossa Valley office is located in Nuriootpa and provides a suite of programs and services that support the Barossa community. The current programs are Emergency Relief, Financial Counselling, Family and Relationship Services, Community Visitor's Scheme, Regional Coordinator and Community Partners for the Community Connections program, Children's Contact Service and the Homelessness pilot.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Team Leader reports directly to the Operations Manager Family and Community Services.

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- A current Safe Environments for Children & Young People certificate
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region and/or interstate as required
- Evidence of COVID-19 vaccination (1st & 2nd dose)

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CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> • Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with Professional Codes of Conduct
Teamwork	<ul style="list-style-type: none"> • Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the Operations Manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Report to the supervisor as required.
Work Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> • Monitor financial reports, expenditure and budget to meet budgetary requirements. • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

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CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Service Delivery:	<ul style="list-style-type: none"> • Ensure the delivery of high quality, client centred/strengths based services to families, delivered within the nominated model of therapeutic practice, trauma informed case coordination model when supporting clients. • Ensure the service operates in keeping with policies, procedures, principles and practices. • Prioritise and provide appropriate responses to clients with behaviours that demonstrate high / complex needs. • Ensure and maintain privacy and confidentiality for all clients. • Develop and manage a waitlist as appropriate. • Work collaboratively with a diverse range of people with multiple and complex needs. • Manage your own caseload, dependent on factors such as level of service required and complexity of need. • Provide coordinated and accountable services that support, identify and address the early identification and prevention of risk. • Ensure accurate information is collected and stored in the relevant database/s. • Evaluate services and seek opportunities for continuous improvement. • Ensure support provided to clients is well informed, accurate and best meets client's needs. • Notify Operations Manager of any significant changes or concerns regarding staff or client issues. • Active team participation by contributing to collaborative working relationships, team initiatives and professional development. • Write, review and submit Access Summary Reports to The Family Court of Australia within court determined timeframes.
Leadership and Management	<ul style="list-style-type: none"> • Lead and oversee the processes that support operational requirements ensuring legislative and contractual requirements are met. • Lead and manage the CCS & portfolio of services as stated in role description which may be subject to change from time to time. Currently this CCP team inclusive of the Homelessness worker, providing support and supervision, coaching, mentoring, performance review and development and performance management • Plan and monitor workloads to maintain a high standard of service and service delivery. • Provide professional, accurate and well written reports as required • Maintain effective management and accountability structures that support continuous improvement. • Provide advice to the Operations Manager about trends that impact upon service delivery and funding. • Provide advice to the Operations Manager about professional matters or trends that impact upon staff, service delivery and funding.

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<p>Strategic Management</p>	<ul style="list-style-type: none"> • Manage internal and external strategic projects to meet objective and timeframes. • Identify and plan initiatives for improving organisational service delivery practices. • Identify information requirements to support service delivery planning and management and performance reporting. • Contribute to all aspects of business planning including development and facilitate review of practice manual providing up to date advice and support.
<p>Communication</p>	<ul style="list-style-type: none"> • Identify and develop key strategic and local relationship networks to achieve goals, and improve outcomes for clients and service delivery methods. • Communicate effectively to engage and establish rapport with clients and team members. • Promote, facilitate and model positive collaboration between agencies and sectors. • Communicate regularly with Operations manager and LC leadership to ensure staff and program needs are addressed in a timely manner.
<p>Collaboration</p>	<ul style="list-style-type: none"> • Promote, facilitate and model positive collaboration between agencies and sectors. • This position can expect to form and maintain close working relationships with, but not limited to; <ul style="list-style-type: none"> ○ CPP homelessness staff ○ Staff across LC and the Community Services portfolio ○ LC Senior Management and Managers ○ Clients, their families and carers ○ Referral agencies ○ Other government and non-government agencies. ○ SA Family Law Pathways Network ○ Australian Children’s Contact Services Association (ACCSA)

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PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Tertiary qualification within Early Childhood Education and Care, Social Work, Psychology or Social Sciences, or qualification in another relevant discipline.
- Experience in child development and family dispute issues
- Knowledge and experience in parenting support.
- Experience, knowledge and understanding of the current community sector services
- Ability to lead, coach and mentor direct reports, creating a client first culture that delivers client outcomes
- Knowledge of issues in relation to mental health, substance misuse, domestic violence and social issues and their effects on parents and children.
- Ability to resolve conflict and develop strategies to deal with stressful situations
- Sound understanding and application of Trauma Informed Practice
- Ability to provide client centred, holistic and strengths based case management support
- Strong skills in time management, setting priorities, planning and organising own and teams work to achieve specific objectives.
- Excellent interpersonal skills to negotiate and liaise effectively with Management, staff, clients, volunteers and internal and external partners and service providers.
- Excellent organisational skills and a demonstrated capacity to work flexibly and within tight timelines
- Well-developed computer literacy, including experience with data base and spreadsheet software
- Ability to plan, organise and direct resources to meet goal plans, referrals and group activities requirements/deadlines
- Proven ability to operate within a continuous improvement framework.
- Experience developing and monitoring quality practice, procedures and documentation.
- Ability to work independently and demonstrate initiative.
- Skills and experience in preparing and presenting information for training groups, writing reports and for reporting to meetings.
- Experience working with people from CALD and Indigenous background and ability to evidence Culturally sensitive and respectful work practice
- Training in Safe Environments for Children and Young People Experience in promoting well-being and resilience, ensuring the health, safety and wellbeing of employees and maintaining a safe work environment ,
- Ability to work within the Lutheran Community Care Vision, Values and Philosophy,

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ATTRIBUTES THAT ARE DESIRABLE BUT NOT ESSENTIAL

- Experience of working within the context of a not-for-profit community organisation.
- Senior First Aid certificate.
- Understanding of basic mental health issues.
- Knowledge/understanding of issues that impact on individuals, families and the community.

ACKNOWLEDGEMENT:

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

Employee: _____ Witness: _____ Date: _____

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